

*This is the official newsletter of the NCDOT Leadership & Management Development Association. The opinions presented in this publication are those of the contributors and do not reflect official statements of any state government agency or representative. Its purpose is to inform and encourage the development of management professionals.*

## August Lunch and Learn: Membership Drive and Orientation

The August "Lunch and Learn" will be held on Thursday, August 16, from 12-1pm in the Board Room of the Highway Building. This will be a great opportunity to meet the 2007-2008 LMDA Board and to learn about the events planned for the new year! Details about this event will be mailed in early August.

### Membership Renewals Due

All members will soon receive letters asking them to renew their membership for 2007-2008. Renewal is \$40, with 25% discount for every professional development course taken during 2006-2007. Renewals will be due by the end of August. If you have any questions, please contact Marie Sutton at 733-3690 ext. 207 or at [mlsutton@dot.state.nc.us](mailto:mlsutton@dot.state.nc.us).

### A look back at LMDA 2006-2007:



Thanks to all of you who made LMDA a great organization in 2006-2007. Hope to see everyone again this year!

**NCDOT LMDA**  
NMA Chapter #618  
P.O. Box 25039  
Raleigh, NC 27611-5039  
[www.ncdot.org/lmda](http://www.ncdot.org/lmda)

**President**  
*Katina S. Thompson, EI*  
919.733.3690 ext 345  
[ksthompson@dot.state.nc.us](mailto:ksthompson@dot.state.nc.us)

**Vice-President**  
*Jimmy Travis, PE*  
919.250.4128  
[jtravis@dot.state.nc.us](mailto:jtravis@dot.state.nc.us)

**Secretary**  
*Marie Sutton*  
919.733.3690 ext 207  
[mlsutton@dot.state.nc.us](mailto:mlsutton@dot.state.nc.us)

**Treasurer**  
*Lisa Feller, PE*  
919.733.7844 ext 262  
[lfeller@dot.state.nc.us](mailto:lfeller@dot.state.nc.us)

**Membership Chair**  
*Linda Fuller*  
919.807.0634  
[lfuller@dot.state.nc.us](mailto:lfuller@dot.state.nc.us)

**Professional Development**  
*Glenn Dennison, CM*  
919.733.9513  
[gdennison@dot.state.nc.us](mailto:gdennison@dot.state.nc.us)

**Communications**  
*Beth Smyre, PE*  
919.733.7844 ext 333  
[bsmyre@dot.state.nc.us](mailto:bsmyre@dot.state.nc.us)

**Programs**  
*Kimberly Hinton*  
919.715.1595  
[khinton@dot.state.nc.us](mailto:khinton@dot.state.nc.us)

**Senior Executive Advisor**  
*David Smith, PE*  
919.733.9425  
[davidsmith@dot.state.nc.us](mailto:davidsmith@dot.state.nc.us)

**Community Involvement**  
*Amanda Smith*  
919.329.8498  
[arsmith@dot.state.nc.us](mailto:arsmith@dot.state.nc.us)

**Awards**  
*Benjetta Johnson, PE*  
919.773.2992  
[benjettajohnson@dot.state.nc.us](mailto:benjettajohnson@dot.state.nc.us)



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## Activities Bulletin Board

### Membership Committee

Please contact Linda Fuller at [lf fuller@dot.state.nc.us](mailto:lf fuller@dot.state.nc.us) if you would like to participate on the LMDA Membership Committee. A committee meeting is scheduled for Wednesday, July 11 in the Transportation Building in Room 603 at noon. The follow-up meeting will take place on Tuesday, July 17 in Room 470 in the Transportation Building 12:00 - 1:00 p.m.

### Professional Development Committee

Glenn Dennison, the LMDA Director of Professional Development, is looking for a Co-Director for this coming year who will be able to take over the program the following year. Glenn would like to work with and train someone this year to ensure a smooth transition. Contact Glenn at [gdennison@dot.state.nc.us](mailto:gdennison@dot.state.nc.us) if you are interested!

### Programs Committee

Would you like to be a part of the LMDA Programs Committee? Minimum commitment is 4 meetings per year. For more details email Kimberly Hinton at [khinton@dot.state.nc.us](mailto:khinton@dot.state.nc.us).

### Community Involvement Committee

LMDA provides numerous volunteer opportunities throughout the year. If you'd like to help steer LMDA's community service projects, contact Amanda Smith at [ARSmith@dot.state.nc.us](mailto:ARSmith@dot.state.nc.us)

### Awards Committee

The Awards Committee oversees the LMDA Manager of the Year Award as well as the membership awards given out at the December holiday luncheon. If you'd like to help, contact Benjetta Johnson at [benjettajohnson@dot.state.nc.us](mailto:benjettajohnson@dot.state.nc.us)

### Communications Committee

Interested in working on future editions of *Management Insight*? Then join the Communications Committee! If you're interested, contact Beth Smyre at [bsmyre@dot.state.nc.us](mailto:bsmyre@dot.state.nc.us)

## CALENDAR

<b>2007</b>					
<b>JULY</b>	11	Membership Committee	12-1pm	Room 603, Highway Building	Linda Fuller
	12	LMDA Board Meeting	12-1pm	TBA	Any board member
	17	Membership Committee	12-1pm	Room 470, Highway Building	Linda Fuller
<b>AUGUST</b>	9	LMDA Board Meeting	12-1pm	TBA	Any board member
	16	Lunch and Learn: Membership Drive & Orientation	12-1pm	Board Room, Highway Building	Amanda Smith

From the June 2007 Issue of *NMA Breaktime*.....

## Long-Term Investments Can Yield High Returns

by: Jo Haberstock, Hanford Chapter



### **24-Hour Banking Services**

Unlike some conventional financial institutes, we can (and do) make deposits or withdrawals in each other's *emotional* bank accounts at any time of the day or night. We establish these accounts with the people we communicate with every day. Depending on the nature of our conversations and actions, we may make a small or large deposit to (or withdrawal from) that bank account. We each have accounts all over town -- in both our business and personal relationships. If you think about it, you'll realize that it's easy to recognize when someone makes a deposit or withdrawal with YOU!

Examples of Deposits: keeping promises, offering to help out when another team member appears swamped, doing something without being asked or told, being open-minded to the ideas of others, small acts of kindness, etc.

Examples of Withdrawals: not following through on commitments or responsibilities, failing to pass on important information related to another person's project, being brusque or rude, carrying on side conversations when a teammate is giving a presentation, malicious compliance, etc.

We may be missing out on hundreds of opportunities every day to make deposits in the emotional bank accounts of those around us. What some may perceive as just a small thing, such as showing appreciation for assistance on a project, may constitute a very large deposit in the receiver's account.

It should be noted that deposits only count when they are sincere and not really planned. People will see right through it if suddenly you turn into Ms. or Mr. Nice Guy, and then try to "cash in" on that by expecting a big favor in return.

We will never be able to get the most out of quality and problem solving tools and techniques unless we serve one another well. If our desire is to provide excellent service to our external customers, we must first learn to work well within our own teams and organizations. We need to make regular deposits into the emotional banks accounts of the people we interact with -- our work teams, our professional organizations, and our families and friends. Building real relationships takes time, effort, even patience. But...repairing a damaged relationship will take considerably more effort.

The power or influence that we have in a relationship is only over the deposits and withdrawals that **we** make. We cannot control what other people do or how they respond.

### **Carry Your Own Weather With You**

"Proactive people carry their own weather with them."

The point: It's not what happens to you but instead how you choose to react to what happens that will make the difference.

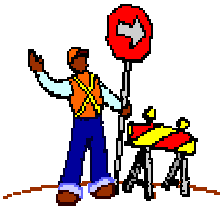
We may say "He really makes me mad" -- well, that's not exactly true. What we are really saying is that we have chosen to respond in a certain manner to something another person said or did. It is

(from Page 3) **Long-Term Investments...**

important to keep in mind that we each have the freedom to **choose** how we react and respond to things. While genetic, environmental, or other past "programming" may influence us, these things do not have to control us, our emotions and/or actions.

If you work for a company or in an organization where you continually hear the mantra "We value customer service," but their walk doesn't match their talk, what can you as just one person do? You have choices. You can quit your job. You can complain to management or co-workers. Or...You can be proactive. One person really can make a difference, by taking control of their own actions and by setting a positive example for those around them.

Proactive people focus their energies within their circle of influence -- on things they can do something about. Reactive people often waste a lot of time and energy on things they cannot do a lot about (often referred to as the circle of concern). Focusing on the latter will only bring on a lot of unnecessary criticizing, condemning, complaining, and comparing (of themselves to others). If, instead, we try to focus on our circle of influence, we are more likely to feel a sense of accomplishment, and then we can expand that circle over time.



**Construction Zone**

So... you're working to make more deposits and fewer withdrawals, and your investments are starting to grow and pay off. You're carrying your own weather, and you are finding that you don't need that umbrella (or high boots) as often as in the past.

What else can you do? Focus on constructive behaviors, attitudes and relationships. Work to build bridges -- be open to the ideas of others and value diversity. Consider that we all have special talents and skills. Some people love getting up in front of a group and making presentations, while others have a special knack for putting together the materials for the presentation. Some possess great accounting, math or computer skills while others are experts at analyzing information, or writing, or organizing events -- the list goes on and on.

What would this world be without people with ALL of these skills and talents? Sure, we may sometimes say we wish everyone else were just like us - that if everyone thought like we do, life would be so much easier. But where would we really be without diversity and new ideas?

Recognize and acknowledge the uniqueness of others, and work to build bridges in your communications and relationships with those around you. That's an investment sure to pay big dividends in the long run.

*Jo Haberstock is a communications consultant and author. She currently works for Fluor Hanford in Richland, Washington, as a technical writer and editor. Jo is active with the National Management Association (NMA), where she has served on Chapter 695's Board of Directors and assists with their annual silent auction and fashion show. She is also active with the American Society for Quality (ASQ), where she is currently Section 614's Vice Chair and has also served as a regional and national judge for their International Team Excellence Awards. She may be contacted at [jo\\_haberstock@rl.gov](mailto:jo_haberstock@rl.gov).*

## **Continuous Process Improvement (CPI)**

By: Margaret Anderson

**Editor's Note:** In 2007-2008, *Management Insight* will feature projects recently recognized as part of the CPI program. For more information on CPI, go to:  
<http://www.ncdot.org/programs/cpi/>

**Winner of BEST EXHIBIT award and "FAN FAVORITE" EXHIBIT award:** Sign Rack, Bolt Breaker, Post Ladder/Turner, Post Puller (Division 2, Traffic Services):



**Project/Exhibit Information:** There were four different innovative tools demonstrated in this exhibit:

A Sign Rack made out of a 12" x 12" x 1 ½" piece of solid plastic with ¼-inch deep slots ¼ inch apart was fabricated in order to efficiently transport highway signs in the sign trucks. This new sign rack makes it possible to maintain an accurate inventory of signs because the signs are organized in a more visible storage compartment. The signs are also protected from damage because they are

stored so they will not rub together. The use of the newly designed sign rack saves time because it reduces the time it takes to access the signs.

A Bolt Breaker was developed using a 9/16" deep well socket welded to a handle approximately 12" in length to give the user plenty of grip. The 9/16" socket will not slip off while loosening the nuts when removing a road sign, and the user does not need to adjust the tool. With a couple of up and down motions the bolt breaker will break the bolt at the point where the nut is located, allowing for easy removal of the bolt and sign. The bolt breaker reduces the time required to replace and/or repair highway signs.

A new Post Ladder/Turner was developed that grips a 4 x 4 and incorporates a small steel step welded to the handle that can be used as a step to reach a road sign. This new device reduces the time it takes to reposition or replace highway signs because it enables turning the sign back instead of having to dig it up and reset it. It has a built-in step that makes it possible to reach the sign without having to take the time to set-up a separate ladder.

A Post Puller was developed to be used in lieu of a shovel or post hole diggers to remove 4x4 sign posts from the ground. The idea of the post puller came from the use of an old car jack. By hooking a chain on the 4x4 and then hooking the chain on the car jack, the post could then be easily pulled out of the ground. For deeper buried and larger posts, an extension can be added to the lever. The use of the new post puller reduces the physical strain on the back and shoulder muscles. It also reduces the time it takes to remove sign posts, thus saving time for the sign department to perform other essential functions.





*Benjetta Johnson, Michelle Long, Amanda Perry*

**Congratulations to Michelle, Benjetta,  
and Amanda- LMDA's newest parents!**

Allison Olivia Long- born June 12

Gabrielle Laurin Johnson- born June 18

David Timothy Perry- born June 22

**For more information on LMDA, visit our website:**

[www.ncdot.org/lmda/](http://www.ncdot.org/lmda/)

**NMA CODE OF ETHICS**

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.
- I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment, and processes. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management profession through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.